# The Role of Libraries in Community Empowerment: A Systematic Review

## Peran Perpustakaan dalam Pemberdayaan Masyarakat: Sebuah Review Tersistem

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## *Abstract*

**Problem Statement:** Libraries as public information agencies act as catalysts that provide reliable information that empowers people in making the right decision in terms of development plans put forward by various sectors. However, studies on how and where the society, access, and the use of relevant information that empower them to contribute positively in these sectors are inadequately reported in scholarly literatures. **Purpose**: This study in particular reports the role of libraries in community empowerment and the challenges faced by libraries in the dissemination of information for community empowerment. **Method**: This study is a scoping and a literature review of the role of libraries in  community empowerment. The study adopted Arksey and O' Malley framework. Google scholar, JSTOR, Ebscohost, Emerald insight, fullfreepdf, Eric, Research4life databases, and Taylor & Francis were used as the main sources of information. **Results**: The result revealed that libraries provide free internet access and information resources. Libraries also act as information acquisition centre,  community empowerment programs as well as a centre for building capacity, and learning support. The study also revealed that job dissatisfaction among library staff, inadequate facilities, lack of commitment, lack of teamwork and poor relationships among staff, insufficient knowledge and skills among library staff are some of the challenges libraries have to face as an effective provision of information services. **Conclusion**: The study concludes that there are countless and well established role of libraries in community empowerment in various sectors like education, health, agriculture and technology. Libraries are the main centre for information that contributes greatly to community empowerment through building capacity and learning support.

*Keywords: Libraries; Empowerment; Community Empowerment; Role of Libraries*

## Abstrak

**Latar Belakang:** Perpustakaan sebagai pusat informasi publik berperan sebagai katalisator yang menyediakan informasi terpercaya yang memberdayakan masyarakat untuk membuat keputusan tepat dalam hal rencana pengembangan yang dikemukakan oleh berbagai sektor. Namun, penelitian tentang bagaimana dan dimana masyarakat, akses, dan kegunaan informasi relevan yang membuat mereka berkontribusi secara baik pada sektor-sektor ini jarang sekali dilaporkan dalam literatur ilmiah. **Tujuan**: Penelitian ini secara khusus melaporkan peran perpustakaan dalam pemberdayaan masyarakat dan tantangan yang dihadapi perpustakaan dalam penyebaran informasi pemberdayaan masyarakat. **Metode**: Penelitian ini menggunakan metode *scoping* dan tinjauan literatur tentang peran perpustakaan dalam pemberdayaan masyarakat. Studi ini mengadopsi kerangka kerja dari Arksey dan O' Malley dengan sumber informasi menggunakan database GOOGLE SCholar, JSTOR, Ebscohost, Emerald insight, Fullfreepdf, Eric, Research4life, dan Taylor & Francis. **Hasil:** Hasil dari penelitian ini mengungkapkan bahwa perpustakaan menyediakan akses internet gratis dan menjadi sumber informasi. Perpustakaan juga bertindak sebagai pusat perolehan informasi, program pemberdayaan masyarakat serta pusat untuk membangun kapasitas, dan dukungan pembelajaran. Penelitian ini juga mengungkapkan bahwa adanya ketidakpuasan pekerjaan di antara staf perpustakaan, fasilitas yang tidak memadai, kurangnya komitmen, kurangnya kerja tim yang baik dan hubungan yang buruk antar staf, pengetahuan dan keterampilan yang tidak memadai di antara staf perpustakaan adalah beberapa tantangan yang harus dihadapi

perpustakaan sebagai penyediaan layanan informasi yang efektif. **Kesimpulan**: Penelitian ini menyimpulkan bahwa perpustakaan berperan sangat baik dalam pemberdayaan masyarakat di berbagai sektor seperti pendidikan, kesehatan, pertanian dan teknologi. Perpustakaan juga merupakan pusat distribusi informasi yang berkontribusi terhadap pemberdayaan masyarakat melalui peningkatan kapasitas dan dukungan pembelajaran.

**Keywords:** Perpustakaan, Pemberdayaan Masyarakat, Peran Perpustakaan

## I. INTRODUCTION

**Background.** Empowerment enables people to accomplish their dreams and it fosters power in people to be used for their own lives (Andika & Azizah, 2020; Rachmawatie et al., 2020). Libraries, regardless of their type, have been acquiring, processing, and disseminating information to community in order to empower them to compete in the world market (Purnomo et al., 2020).Books and other library information resources that are available in libraries contain crucial information resources for community empowerment. Libraries take an important part for nation's development when it is perfectly used (Idogbe & Philip, 2020).

Additionally, Anna conducted a study on the "evaluation of the role of community-based library in empowering Surabaya city people" and obtained that the goal of a library is to build a broad collection of library resources on behalf of the community. However, the library will not be able to provide information services to the community without adequate collection. The study further found that public libraries should have a collection of current information resources that would enable local communities to access the information freely so it would empower them to contribute in various sectors by addressing their information needs (Anna et al., 2020). This denotes that information has become a genuine resource for development the same as any other factors of production such as; capital, land, labor and entrepreneurship. This statement is in line with Neto who established that information is the oil that lubricates the wheel of governance, programs and activities of the government, organizations and individuals in the country. The recent study by (Shvydanenko et al., 2019) further revealed that although most of scholars do not agree with the statement that information is a factor of production, but there is a large number of scholars who are considering information as a great factor and information as a factor of production in any business operations.

In the contemporary world, employers in various organizations are interested in employees who are well prepared with information that enable them to make quick and appropriate decisions in the production process. It is with this view that libraries are there to empower people by addressing any information needs they confront in their daily businesses. Findings from previous study by Mubofu & Malekani (2019a), reported that libraries provide a more comprehensive knowledge and information for teachers and students, stimulate the development of readers' innovative personalities, and drive the development of critical thinking. Through the use of libraries, people from various groups and professionals like teachers, nurses,

researchers and students are empowered and enriched with information to properly accomplish duties in their workplaces.

Libraries, especially the public owned libraries play such a crucial role by disseminating information which is important for the society knowledge development (Biswas & Deb, 2019). This implies that public library supports people in the society by contributing to lifelong learning opportunities and thus it becomes a good tool for the society empowerment. Despite these facts, the role of libraries in society empowerment and the challenges faced by librarians in effective dissemination of library information services is underreported.

Organizations library improvement is not an agenda. Therefore, this study aims to add academic knowledge by examining the role of libraries in community empowerment and the challenges faced by libraries in disseminating information that empowers people in different sectors such as education, health, agriculture and livestock keeping. The study finds that libraries are the gateways of knowledge for people around it and thus the findings of this study will be suitable for all stakeholders dealing with community empowerment in the country like Government, Non-governmental Organizations and Community Based Organizations.

**Problem.** Community empowerment is crucial for any society in order to perform better on various developmental sectors. For instance, Rehman reported that empowering people's opportunities in various sectors like agriculture, health, education, and finance accelerates the social and economic growth of people in a given country (Rehman, 2020). Empowerment enables individuals to reach their full potential, improve their political and social participation, and inculcate their beliefs as well as their ability (Akhter & Deb, 2020). Though empowering people to be self-dependent is a global phenomenon, yet it is more needed now than ever especially in the developing countries where gender inequality is overwhelming (Borrowman & Klasen, 2020). Librarians therefore, as knowledge keepers and information specialists play a fundamental role in repackaging and disseminating the right information to people that would awaken them to re-define their roles from a subordinate, dependent and traditional housewife for women to the modern empowered women (Sanger & Kacker, 2020).

**Previous Literature Review**. The society needs skills to be succeed in a fast growing and changing environment (Barbakoff, 2021). In the era of big data, fake news, misinformation, and the quantity of digital information resources has become overwhelming since information are interpreted as basic components of facts (Deja et al., 2021). So, libraries, especially the public owned, help the society by providing reliable and relevant data as well as information that can help people in deciding and developing economic resilience when facing various features.

Libraries take advantages of their information resources collection both in digital and printed file for finding data and information for the surrounding community to make use of them in addressing their information needs (Mannan & Anugrah, 2020). This implies that library information resource collection is the fundamental resources that need to be preserved for the current and future generations as it helps the society to locate and search for information that empowers people by addressing various societal problems (Mubofu et al., 2020).

Libraries contain information resources that raise aspirations and brilliant ideas that empowers human interests and talents.

The study by Saka on information service for empowerment of rural dwellers in Nigeria through collaborative efforts concluded that in rural areas where there are few or no library services, it leads to widespread illiteracy, low income and low productivity. This shows that without library services in rural areas, the society's economic development will remain a dream that will never come true. People in the rural areas need a reliable and accurate information which is provided by the government for free so that they can make an act to make the right decision (Saka, 2021).

Basically, the librarians' ability to effectively communicate while giving the provision of information that empowers people in the community needs to be considered. That means not all librarians are capable to deliver information or message to the intended audience effectively. Therefore, library management should consider assigning the right person who could deliver the information effectively and be understood by the people s/he is serving the information with. In the view of this, librarians' competence to share and disseminate information in a variety of media is important to any information specialist like librarians in communicating with the library clientele. The study by Rizal and Rodin on "Strengthening the Role and Function of Library in Supporting Scholarly Communication in The State Islamic Institute of Curup" showed that the ability of librarians as an intermediary need to be continuously improved, not only in the competence related to utilization of Information Technology facilities, but also in communicating, sharing and disseminating information to the right client in the right format and in the right time (Rizal & Rodin, 2020).

Empowerment as the process that provides people with necessary skills that are fundamental to their survival can also be attained in academic libraries in various ways. For instance, the study by Obi (2021) discovered that academic libraries are the same as other libraries that work concurrently and inversely aiming to accomplish the set of objectives including empowerment. Empowerment in libraries can be divided as in the following forms:
- ❖ Empowerment from reading habit,
- ❖ Empowerment of users with special needs,
- ❖ Empowerment of the hand cap and
- ❖ Empowerment of non-reading and illiterate population etc.

Lastly, academic librarians as a part of the people living in the community are empowered to involve in various profit-making avenues which eventually empowers them economically. Academic librarians who are well trained and equipped with all necessary infrastructures can work as info-entrepreneurs, information brokers, information consultancy, cyber-cafes, editors and they can also work in reprographic businesses (Obi, 2021). Academic librarians are well informed and since they possess information that other colleagues do not in the society makes them unique and it gives them the ability to recognize about empowering opportunities that are available in their environment.

**State of The Art.** Studies on how and where people access and use relevant information that empowers them to contribute positively in various developmental sectors is inadequately reported on scholarly literatures especially in the Tanzanian context.

**Purpose.** The purpose of this study is to examine the role of libraries regardless of their type and affiliation in community empowerment. Specifically, the study was made to examine the role of all libraries in community empowerment and assess the challenges faced by libraries and librarians in provision of information services to stakeholders**.**

## II. METHODS

This study is basically a scoping and literature review of the role of libraries in community empowerment. Evidence from ongoing research projects and recent writings on libraries and community empowerment are used as per  framework for scoping and literature review (Arksey & O'Malley 2005).  Systematic reviews are undertaken as stand-alone projects in their own right, especially where an area is complex or has not been reviewed comprehensively before (Mubofu & Malekani, 2019b).

Scoping review is alternatively called as scoping study, scoping project, scoping exercise, scoping report, scoping method, scoping exercise method, as well as literature mapping, mapping of research, evidence mapping, systematic mapping, literature review, and rapid review. It aims to map rapidly the key concepts underpinning a research area and the main sources and types of evidence available.

Therefore, the following websites were used: Google scholar, JSTOR, Ebscohost, Emerald insight, fullfreepdf, Eric, Research4life databases, and Taylor & Francis journals. A careful literature search on the role of libraries in community empowerment was carried out and analyzed based on two thematic areas taken from the specific objectives of the research investigated to see how libraries empower people in society.  An unstructured interview was carried out among the library staff of the Open University of Tanzania library and those from the Mwalimu Nyerere Memorial Academy library in order to provide a real statement of the libraries roles in dissemination of information resources and the challenges that are faced by libraries in the information dissemination process.

The study limited itself to the department of library and information services of the Open University of Tanzania, and the department of library, publications and information services of the Mwalimu Nyerere Memorial Academy in Dar es Salaam, Tanzania. Therefore, it should be noted that the outcome of this study should not be generalized because there  might be inadequate data collection which was subject to laborious analysis.

## III. RESULTS AND DISCUSSION

The findings of this study are categorized in two themes derived from two specific objectives of this study as discussed in the following sub sections:

**Role of Libraries in Peoples' Empowerment.** According to Cole & Stenström, libraries empower people from various status such as students, veterans, entrepreneurs, people with low literacy skills, people with no internet connectivity at home and those who are socially inaccessible to use the library information resources like story books, newspapers and internet which eventually makes them free from stress (Cole & Stenström, 2020). Sometimes, libraries struggle to make an access to its information resources and services as fair as possible to every client so that they are able to meet their information needs. Only through addressing the information needs people can see the real value of libraries. Studies validate that libraries provide economic value and deliver social empowerment by supporting personal growth and community development.

For instance, Aravik conducted a study on "Legal Politics of Waqf-Regulation in Indonesia" which was based on secondary data obtained from libraries (Aravik, 2019). The study findings revealed that library resources have information which helped them to report that Waqf played a major role in citizens' empowerment from the time of God's Prophet, Muhamad. This implies that library and its resources are great tools that enable people to have more knowledge from variety issues that could be impossible to know. In accordance with this point of view, libraries in the contemporary world act as the research data management centre and librarians are encouraged to learn how to preserve and conserve research data for current and future use. Additionally, Mubofu stated that library staff should be empowered to apply their knowledge to secure and protect library information resources for the sake of prolonging their life span due to the importance of information contained (Mubofu, 2020).

Furthermore, Biswas & Deb jointly conducted a study on the role of public libraries in empowering women of Lalgola community development block in Murshidabad district of West Bengal (Biswas & Deb, 2019). The study confirmed that libraries are the centre of information that ensure the availability of all kinds library resources to readers regardless of age, language, sex or social status and they play a fundamental role of disseminating information that empowers people in different areas of specialization. Findings of another study conducted by Akhter & Deb reported that libraries act as nerve centers of information that allow people who want to acquire knowledge and information related to the society within and without. This implies that information resources preserved in libraries have been playing an important role in disseminating important information that allow people to make important decisions in their daily lives properly (Akhter & Deb, 2020).

Additionally, the study titled "Sustainable libraries—fashion or necessity?" by Fedorowicz-Kruszewska stated that library development strategies must be geared into a sustainable development concept with a main goal of providing the needed information to users which means every library user uses his/her book and every book must have users and librarians must save time of users use a book

(Fedorowicz-Kruszewska, 2019). Apart from information dissemination role, libraries conduct community empowerment programs and thus it increases the reading culture and people's quality of life. The study by Maskurotunitsa & Rohmiyati stated that there is a correlation between reading books and quality of life especially for the case of village libraries. It was further revealed that the more books someone reads, the more knowledge is acquired to improve their life (Maskurotunitsa & Rohmiyati, 2016).

Furthermore, the study by Mannan & Anugrah on "Village library capacity building for Community Empowerment" stated that, library is an information center responsible for the acquisition, processing, organization and dissemination of all types of information to relevant patrons. Moreover, libraries take a great role for conducting a training aimed at building capacity according to the needs of the society. In this case, librarians as trainers are required to have extra abilities beyond library competencies. It is because what they do in community empowerment programs are not related to traditional librarianship. This means librarians need to have extra skills that can help them in managing information to the right user in the right context and in the right time for implementation on various services in different sectors (Mannan & Anugrah, 2020).

Moreover, Cole & Stenström conducted a study on the value of libraries. The study adopted a 'Bricole' approach to develop an evidence-based framework of library's value. The findings revealed that libraries deliver unique value for individuals, families, groups, communities, and large society. It was further noted that libraries provide opportunities and support for knowledge development and learning, health and wellbeing, community development, and economic development. Library users are well empowered through a mixture of important library information resources, skilled personnel and availability of satisfactory study space (Cole & Stenström, 2020).

According to Preddie, librarians are the providers of information literacy. They are teachers and agents of empowerment, and they are also public parents. This implies that librarians support independent and lifelong learning through the provision of information literacy where people can figure out what information they want easily, whenever they want it, wherever they want to get it, and however they want to evaluate it to be applied in the daily activities. Furthermore, library staff as public parents helps library clients by assisting, guiding, problem solving and refining the unwanted information content (Preddie, 2009). Another study by Abdullah & Zainab on "Empowering students in information literacy practices using a collaborative digital library for school projects" stated that libraries significantly contribute to students empowerment in the way of information literacy practices while searching, using and collaboratively building the digital library information resources which is crucial for students' academic performance (Abdullah & Zainab, 2008).

Therefore, library patrons from the community who confronts information need to visit the libraries to access relevant information from library information resources like books, newspapers and subscribed to electronic resources. Depending on the nature of the information need, the library patron as a user can take some

benefits such as cost saving, business support, job information, access to technology and adult literacy training empowerment. Libraries are regarded as public entities that provide a wide range information serviceswhich community's capacity and resiliency are built. However, in most developing countries, libraries face countless challenges as discussed in the following sub section.

**Challenges Faced by Libraries and Librarians in Provision of Information Services to Stakeholders.** The challenges faced by libraries and librarians in providing information services to stakeholders include**:**

**Job Dissatisfaction,** library staff quite often to grumble about the system for being treated apathetically by both the faculty members and the institutional administration. Most of the library staff see this apathetic treatment as workplace discrimination they often face. As a result, a good number of library staff do not find job satisfaction (Pandita & Domnic, 2019). Most of library staff are not ready to commit their time to search for appropriate information resources that empowers people in their daily activities. In order to ensure that they work and deliver appropriate results, employers must set policies that would eliminate workplace discrimination. By not recognizing the contribution of library staff would lead to ineffectiveness of library staff in information services provision in various libraries.

**Inadequate facilities,** adequate infrastructure is vital in effective information services dissemination in libraries. For instance, Smith & Eschenfelder stated that libraries are components of government information transfer cycle and thus without libraries a vast amount of people would be cut off from access to internet services (Smith & Eschenfelder, 2013). Additionally, Anna et al. noted that computer training in libraries is very common. However, most libraries particularly in developing countries lack of modern computers to train people and enable them to become self-dependent in information search, evaluation and use. The study by Preddie also revealed that libraries play a great role to reduce the existing digital divide although infrastructure and pedagogical challenges are two major challenges that should be addressed for successful information dissemination to stakeholders (Preddie, 2009).

**Lack of commitment.** Another challenge that is faced by libraries is the lack of commitment from staff and management in general with regard to the selection of appropriate information resources appropriate for addressing information community needs. The study by Morley & Floridi remarks that information empowers people's knowledge development and decision making participation and thus people's information thrust need to be captured by librarians who are committed to their job (Morley & Floridi, 2019). Lack of commitment to a large extent leads to poor job performance especially by provision of simple answers to a complex question. Simple answers provided by reference librarians, for instance, limit people's satisfaction, and as a result empowerment would not be met. Thus, adequate steps need to be taken to ensure that library staff bring positive impact in the society by disseminating information that positively changes the people's way of life.

**Lack of teamwork and poor relationship among staff.** Good relationship among the library staff usually brings great results in an organization. It is through

relationships where people could easily share their tacit knowledge that they possess then it could bring positive results in the company. Since people with different backgrounds also have different knowledge, it needs to be shared that library's management should set a good environment that allow the sharing process to take place. It is important for the organizations to organize events that could bring the workers to talk and discuss together about issues in relation for organization development. These days, for an organization to be successful and achieve its organizational objectives, it is compulsory that its employees are satisfied with their work and have good relationships in struggling towards attaining the organizational goals (Elshahat et al., 2019). Good teamwork and good relationship among the library staff is crucial for dissemination effectiveness of information that empowers people in the society.

**Insufficient knowledge and skills among library staff.** The role of the reference librarian in the 21st century with the adventure of technology becomes enormous (Smith & Eschenfelder, 2013). Some of these roles include current awareness service, user education, provision of access to information through knowledge creation and dissemination, online reference services, information support, answering queries from library users, information repackaging, database searching, organization and retrieval information, knowledge and digital management, as well as information mining. Unfortunately, most of the library staff have insufficient skills to perform these duties and thus the information services delivered to people are not clear. For instance, some people fail to understand the languages used in reporting research findings and librarians must repackage it to the extent that every person can understand it (Kaku, n.d.; Mannan & Anugrah, 2020). Additionally, the study by Tsekea stated that library officers as developmental agents have definite roles to play in understanding, locating, collecting, interpreting and disseminating information that empowers people in business and that build workforce participation. Furthermore, with regard to insufficient knowledge among library staff, Tsekea noted that the need for training is currently more crucial than before and thus, if libraries are to remain relevant in the 21st Century, they need to adapt constantly and need to have professional staff who are able to cope with such rapid changing environments that is enabling them to deliver resources and services efficiently and effectively to stakeholders who are always confronted with information needs (Tsekea, 2021).

**Social economic factors.** The differences in age, sex, social, and economic status prevent some of the library users like farmers from acquiring information from library staff. Most of the elderly men and women using libraries for information acquisition are not willing to learn from the younger generations on how to search reliable information from various platforms (Akhter & Deb, 2020). Most indigenous people living around the areas where public libraries are located rely on indigenous knowledge because they are unwilling to use new information available in libraries. It is the role of librarians to meet the users through various techniques and share with them the importance of visiting and using the current information resources available on the internet and daily newspapers. It is envisaged that by visiting the

libraries people would be empowered by reading current research findings published in various journals subscribed to the libraries.

**Lack of funds to develop new programs.** Lack of fund to provide effective information services that empowers people remains to be an obstacle (Smith & Eschenfelder, 2013). Libraries as catalysts for development have been struggling to empower society through information by accurately and timely responding to the information needs of people using the library. Many initiatives such as outreach programs, mobile libraries and social advocacy have been established by various libraries in order to reach many people especially the poor in rural areas but all these have been ineffective due to inadequate financial support from the stakeholders. The study by Mubofu & Chaula reported that libraries lack on financial capacity to acquire adequate information resources to encounter the information needs of their direct clients in the first place, as well as for inter lending amongst local and external libraries (Mubofu & Chaula, 2020). Additionally, the study by Msauki on "Library 4.0 and Sustainable Development: Opportunities and Challenges" concluded that the major challenges affecting libraries in effective information services provision include chronic financial constraints, inadequate infrastructure, resistance to change, and technical skills deficiency (Msauki, 2021).

**Discussion of Findings.** The study finds that libraries are the gateways of knowledge for people around it and thus the findings of this study will be suitable for all stakeholders who are dealing with society empowerment in the country such as Government, Non-governmental Organizations and Community Based Organizations. It is clear from the findings of this study that libraries attached to any organization plays a great role at providing economic value by supporting personal growth and community development through provision of accurate and reliable information services. Moreover, libraries preserve information resources that are important for the current and future generations, it is the only place where people can start to explore the history of anything. Librarians from all types of libraries act as public parents. They are responsible to ensure that all library clients get the right information in the right format and in the right time to address their information needs.

The study stated that libraries increase reading culture and people's quality of life. This implies that libraries especially the public owned are well established with all necessary information resources. They are often provide accurate information that people can rely on for decision making that eventually can lead to improve people's quality of life (Maskurotunitsa & Rohmiyati, 2016). Libraries as places that support learning and that conduct training on various sectors mean that they help in empowering people's capacity to do things in a more advanced way.

However, for more effective execution of duties in libraries, all the identified challenges need to be immediately addressed. For instance, library budget needs to be allocated for the acquisition of modern facilities that will assist in the information dissemination process. Availability of funds will also help library staff to attend seminars and workshops that will help them to sharpen their knowledge and skill to do a better performance in their workplaces.

## IV. CONCLUSION

The study concludes that there are countless and well established role of libraries in community empowerment such as in sectors like education, health, and agriculture. Some of the notable roles of libraries in community empowerment are free internet access, free information resources, nerve centre of information and community empowerment programs center. The study further concludes that libraries face several challenges in provision effectiveness of information service that empower people. These challenges include job dissatisfaction, inadequate facilities, lack of commitment, lack of teamwork and poor relationships among the staff, insufficient knowledge and skills among library staff, social-economic factors, and lack of funds to develop new programs.

Based on the findings of this paper, the researchers recommend the following recommendations. **First**, Main institutions where these libraries belong are supposed to be responsible for ensuring the sustainability of effectiveness information services provision. Librarians and other stakeholders should increase the libraries popularity by creating awareness to the public and informing people about the importance of using the libraries for the reliable information which they can rely on for decision making. **Second,** Librarians should create various promotion and marketing strategies such as participating in various exhibitions and preparing fliers that contain information about the importance of using libraries. In other words, the government together with other potential library stakeholders should address all challenges that are hindering the effectiveness of information dissemination to people. All of identified challenges should be addressed to the libraries in order to make a positive impact on the people in the community. **Three,** policy makers should frame some proper policies that would attract people to make a good use of the libraries for empowering themselves in various areas of their specialization. The study suggests that what is presented is important for improving library practices, policy formulation, and further research in the field of librarianship. The researchers further suggest that library staff should improve the way information services is supposed to be disseminated to the key stakeholders from various sectors in order to empower them in daily activities.

## V.   ACKNOWLEDGMENT

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